<p style="text-align:center">**BUSINESS ANALYST I**</p>

GENERAL DEFINITION OF WORK: *FLSA Status: Non-Exempt*

Under direct supervision, to assist users in the operation of computer-based systems; receives and troubleshoots problems; prepares detailed procedural documentation; participates in acceptance testing; and to do related work as required.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Analyzing needs; assisting in the testing of computer systems and programs; preparing proper operational and application related documentation; providing technical support; training users.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

➤ Acts as liaison between vendors and user departments.
➤ Receives and troubleshoots problems across hardware, operating systems and applications.
➤ Serves as support for user departments on networked devices such as scanning equipment, applications systems such as Adobe, MS Office and all other enterprise and some departmental applications.
➤ Creates and maintains user accounts on various application systems.
➤ Performs hardware and software installs as directed by IT management.
➤ Coordinates, plans and executes vendor software and database system upgrades/patches at the direction of the software vendor.
➤ May perform general and preventative maintenance including backups and data restoration.
➤ Assists in the preparation of procedural documentation on use of system and application software.
➤ Assists with maintenance of County's internet and intranet websites; scans and formats images for websites; converts documents to web appropriate format; assists with the creation of databases and web applications that interact with databases.
➤ Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Some knowledge of business operations, processes and procedures; some knowledge of the capabilities of information technology software, hardware and network systems; ability to analyze administrative processes and procedures for automation purposes; ability to train employees in the use of hardware and software; ability to prepare user manuals; ability to translate technical terminology into terms understandable to management and employees; ability to assist users in solving basic hardware and application related problems; ability to establish and maintain effective working relationships with associates and user department personnel.

EDUCATION AND EXPERIENCE:

Requires combination of education and experience equivalent to an Associates degree in computer science or related field

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS: None.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.